

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
 QUALITY ASSURANCE LIAISON'S MEETING MINUTES  
 MONDAY, AUGUST 12, 2019**

<b>Attendees</b>	Aden Michael Angelica Fuentes Ania Ahmadi Ann Lee Barbara Paradise Bethlehem Assefa Bradley Bryant Caesar Moreno Cesar Franco Christina Kubojiri Crystal Cianfrini-Perry Dara Vines David Tavlin Debra Berzon Leitelt Dennis Lam Emilia Ramos Erica Melbourne	Ericka Rivera Gail Blesi Gassia Ekizian Greg Tchakmakjian Helena Ditko Howard Washington Jennifer Hallman Joel Solis Joshua Lozada Juanita Olivas Kalene Gilbert Kim Kieu Lisa Harvey Lisa Thigpen Marc Borkheim Margaret Faye Michele Munde	Michelle Rittel Michelle Young Nicole Gutman Nikki Collier Olga Birov Patricia Lopez Randolph Faveau Rhiannon DeCarlo Rosalba Trias-Ruiz Samantha Wettimuny Sauntrie Abellera Socorro Gertmenian Sonya Wangpuchakane Susan Cozolino Susan Lam Thang Nguyen
<b>Agenda Item</b>	Discussion and Findings	Decisions, Actions	Presenter
<b>Call to Order</b>	The meeting was called to order at 10:36 a.m.		Brad
<b>Introductions</b>	Attendees introduced themselves.		
<b>Minutes</b>	July minutes were approved by Michele Munde and Michelle Rittel seconded.		Brad
<b>Announcements</b>	<p><b>New Items (5)</b></p> <ol style="list-style-type: none"> <li>1. The Health Information Management Unit (HIM) will be assigned two Management Analysts.</li> <li>2. An HPA II will be assigned to the Policy &amp; Technical Development Unit.</li> <li>3. A Management Analyst and a Senior Typist Clerk will be assigned to the Hospital &amp; System Support Unit.</li> </ol> <p><b>QA is in the final stage of hiring a CP II for Training &amp; Operation.</b></p> <p><b>New QA Website*</b> – Coming Soon (sample is included in handout).</p> <ul style="list-style-type: none"> <li>• A Webinars section was added.</li> <li>• Contact Jen/Nikki if you have any feedback</li> </ul> <p><b>October/November Meetings:</b></p> <ul style="list-style-type: none"> <li>• Rescheduled to October 28</li> <li>• No meeting in November</li> </ul>		Brad
<b>Audits/Reviews</b>	<ul style="list-style-type: none"> <li>• MR Grant</li> <li>• LE Chart Reviews by QA (August)             <ul style="list-style-type: none"> <li>○ For the Child</li> </ul> </li> <li>• DO Check-Ins by QA (August/September)             <ul style="list-style-type: none"> <li>○ Downtown Mental Health Center</li> <li>○ EOB Crisis Homeless Arcadia</li> <li>○ Santa Clarita</li> <li>○ Long Beach Child and Adolescent</li> </ul> </li> </ul>		Brad
<b>State DHCS Updates</b>	<p><b>Concurrent Review</b></p> <ul style="list-style-type: none"> <li>• DMH is participating on workgroups with CBHDA and DHCS to discuss concurrent review.</li> <li>• The current retrospective utilization process is not consistent with Final Rule/Parity requirements and is not in the best interest of the beneficiaries because the</li> </ul>		Brad

	<p>beneficiary does not have the opportunity to appeal denials.</p>		
<p><b>Training &amp; Operations</b></p>	<p><b>Schedule of Trainings and Presentations*</b></p> <ul style="list-style-type: none"> <li>○ Starting this month we have separated the written Schedule of Trainings and Special Presentations. One schedule lists all documentation and claiming related trainings/presentations for DO staff only, and the other lists trainings that are available to both LE and DO staff. The schedules include all up-coming documentation trainings and special documentation presentations through December 2019.</li> <li>○ Contact Nikki Collier (<a href="mailto:NCollier@dmh.lacounty.gov">NCollier@dmh.lacounty.gov</a>) if you have any questions or issues regarding registration for non-IBHIS documentation trainings, and direct any questions or issues related to registration for any of the IBHIS documentation trainings to Joshua Lozada (<a href="mailto:JLozada@dmh.lacounty.gov">JLozada@dmh.lacounty.gov</a>).</li> </ul> <p><b>QA Website</b></p> <ul style="list-style-type: none"> <li>○ The new QA website is still anticipated to be available at the end of August or early September.</li> <li>○ The old PSB website link is still accessible.</li> </ul> <p><b>QA Knowledge Assessment</b></p> <ul style="list-style-type: none"> <li>○ The survey recently closed with three hundred forty respondents.</li> <li>○ The results are currently being finalized and will soon be sent out along with the answer key to the contacts who initially received the survey link.</li> <li>○ At some point with future surveys the hope is to be able to access results and answer keys on the QA website.</li> </ul>		<p>Nikki</p>
<p><b>Policy &amp; Technical Development</b></p>	<p><b>Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations*</b></p> <ul style="list-style-type: none"> <li>● Intern trainings - Supervisors will be getting an email regarding scheduling of documentation/IBHIS training</li> <li>● TCM and Rehab training for case managers in SA II that incorporates IBHIS information.</li> <li>● Conducting a service area supervisor training to determine if this works better than the centralized one.</li> <li>● Contact Josh Lozada with any questions</li> </ul> <p><b>Network Adequacy/Access to Care Updates: NACT 2.0 &amp; SRL Web-service for Contractors</b></p> <ul style="list-style-type: none"> <li>● Currently submitting approximately 60-70% of the Network to DHCS and working towards obtaining information for all providers/practitioners.</li> <li>● Currently re-designing the NACT application to be more user friendly. NACT 2.0 will be available for the next submission in September.</li> <li>● Webinar on Tuesday, August 13<sup>th</sup> will introduce NACT 2.0 – all providers should have someone on the webinar</li> <li>● Access to Care – all contractors are required by contract to utilize the SRL Web Service and have it in place once the SRL web service is released (it was originally released over last year). Contractors should speak with</li> </ul>		<p>Jen</p>

	<p>their EHRS vendor to ensure SRL web service is available; if not in place, are out of compliance</p> <ul style="list-style-type: none"> <li>The SRL web-service will be updated to include the new SRL fields that were released in April.</li> </ul> <p><b>Newly Signed Policies: Policy 302.07 and 302.14*</b> – please see handouts</p> <ul style="list-style-type: none"> <li>Will be discussing these on the August 13<sup>th</sup> webinar</li> </ul> <p><b>ADHD as an included diagnosis for adults</b></p> <ul style="list-style-type: none"> <li>Reminder, there is no difference in the included diagnosis list for adults and children. ADHD is included for adults as well. If adult client meets medical necessity, must be seen.</li> </ul> <p><b>System Review Findings:</b> Coming Soon from the DHCS</p> <p>PERM Update:</p> <ul style="list-style-type: none"> <li>QA has received additional PERM requests and will be reaching out to 35 programs.</li> </ul> <p><b>Guide to Procedure Codes Updates</b></p> <ul style="list-style-type: none"> <li>Still in process, the updated Guide has major formatting revisions and will hopefully be easier to read and more user friendly</li> </ul> <p>Update: COD Services – QA Bulletin coming          Update: Parolees and AB109 – QA Bulletin coming</p>		
<b>Medi-Cal Cert.</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		Norma
<b>HIM (DO Only)</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		Charles
<b>Upcoming Items</b>	<ul style="list-style-type: none"> <li><i>Updating Org Manual; ICC/IHBS/TFC</i></li> <li><i>CSI Assessment</i></li> </ul>		Brad
<b>Next Meeting</b>	The next meeting is scheduled for September 9, at 550 S. Vermont Ave. 10 <sup>th</sup> floor from 10:30 a.m. – 12:00 noon		Brad